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PUBLIC SERVICE
COMMISSION

180 S. Clinton Ave.
Rochester, NY 14646

October 8, 2013

Ms. Jocelyn Boyd
Chief Clerk and Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, SC 29210

Re: Section 54.313 and 54.422 Annual Reports for 2013

Dear Ms. Boyd:

Attached is the public version of the annual reports by Frontier Communications of the Carolinas, Inc. filed with the Universal Service Administrative Company (USAC). These reports will be filed with the Federal Communications Commission (FCC) in compliance with 47 CFR § 54.313 and 47 CFR § 54.422. Section 54.313 applies to an eligible telecommunications carrier (ETC) receiving high-cost federal USF support. Section 54.422 applies to ETCs receiving low-income support. Both sections require the ETC to file the annual report with the FCC, the Universal Service Administrative Company (USAC), and its relevant state commission. This year the FCC extended the filing due date from July 1 to October 15.¹

Frontier Communications of the Carolinas, Inc., submitted under separate cover, a proprietary version of the filing for SAC 240479 to Christopher Rozycki. The service outage information has been redacted. SAC 240526 did not have any reportable service outages and is filed as public only.

Frontier Communications of the Carolinas, Inc. request the Public Service Commission of South Carolina to file the annual certifications regarding federal high-cost support with the Universal Service Administrative Company (USAC) and the FCC, pursuant to 47 CFR § 54.314(a).

If you have any questions, please contact me at 585-777-5823 or Deborah.Fasciano@FTR.com.

Respectfully submitted,

Deborah Fasciano
Sr. Analyst – Regulatory Compliance

Attachments
Cc: S. Miller

¹ See Public Notice DA 13-1707, released August 6, 2013. "Wireline Competition Bureau Announces Filing Deadline of October 15, 2013 for Eligible Telecommunications Carriers to File High-Cost and Low-Income Annual Reports, and Announces Filing Deadline of December 16, 2013 for States and ETCs to File Annual Use Certifications."

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3045-0084/OMB Control No. 3045-0018
July 2012

<010> Study Area Code	240479
<015> Study Area Name	Frontier Communications of the Carolinas, Inc.
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Cassandra Guinness
<035> Contact Telephone Number: Number of the person identified in data line <030>	585-777-4557
<039> Contact Email Address: Email of the person identified in data line <030>	Cassandra.guinness@ftr.com

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
		(check box when complete)	
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input type="checkbox"/> <-- check box if no outages to report			
<300> Unfulfilled Service Requests (voice)	4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	240479SC310 (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	0.36		
<420> Mobile			
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed			
<450> Mobile			
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 240479SC510	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 240479SC610	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> <input type="checkbox"/>	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	240479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.guinness@ftr.com

<110>	Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing "5 year plan" filed with the FCC?	(yes / no) <input checked="" type="radio"/> (yes) <input type="radio"/> (no)
<111>		(yes / no) <input type="radio"/> (yes) <input type="radio"/> (no)

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

<113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How (USF) was used to improve service quality
 <116> How (USF) was used to improve service coverage
 <117> How (USF) was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

(1200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

[illegible]

(700) Price Offerings Including Voice Rate Data
Data Collection Form

<010>	Study Area Code
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<015>	Study Area Name
-------	-----------------

<020>	Program Year	2014
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<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness

<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557

<039> Contact Email Address - Email Address of person identified in data line <030> Cassandra.guinness@ftr.com

<701> Residential Local Service Charge Effective Date

	Residential Local Service Charge Effective Date	Single State-wide Residential Local Service Charge
<701>		
<702>		

1/1/2013	
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[illegible]

**(719) Broadband Price Offerings
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0906/OMB Control No. 3060-0819
July 2013

> Cassandra.quinness@ftr.com

[illegible]

**(200) Operating Companies
Data Collection Form**

July 2013

<010>	Study Area Code	240479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	595-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.guinness@ftr.com
<810>	Reporting Carrier	Frontier Communications of the Carolinas Inc.
<811>	Holding Company	Frontier Communications Corporation
<812>	Operating Company	Frontier Communications of the Carolinas Inc.

[illegible]

(900) Tribal Lands Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0866/OMB Control No. 3060-0819 July 2013	
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<010>	Study Area Code	240479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.guinness@ftr.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

Name of Attached Document (.pdf)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0919
July 2013

<010>	Study Area Code	240479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Caesandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	Caesandra.guinness@ftr.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	240479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.guinness@ftr.com

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	240479SC1210
<1220>	Link to Public Website	<p>Name of attached document (.pdf)</p> <p>http://www.frontier.com/discountprograms/LifelineProgram</p> <p>HTTP</p>

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2009) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0086/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	240479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.guinness@ftr.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification	<input checked="" type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input checked="" type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	
		Name of Attached Document Listing Required Information

(When) Add of Bureau Officer Additional Documentation
 Date Collection Form

FCC Form 435
 OMB Control No. 3000-0046 (OMB Control No. 3000-0046)
 July 2013

<010> Study Area Code 240479
 <015> Study Area Name Frontier Communications of the Carolinas, Inc.
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Cassandra Guinness
 <035> Contact Telephone Number - Number of person identified in data line <030> 585-777-4557
 <039> Contact Email Address - Email Address of person identified in data line <030> Cassandra.guinness@ftr.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

(3010) Milestone Certification (47 CFR § 54.313(f)(1)(i))
 Please check this box to confirm that the attached PDF, on line 3012,

(3011) contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii))
 (3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))
 (3014) If yes, does your company file the RUS annual report
 Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)
 (3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows
 If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

(3017) If the response is no on line 3014, is your company audited?
 (3018) If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications
 (3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows
 (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:
 (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.

(3023) Underlying information subjected to a review by an independent certified public accountant
 (3024) Underlying information subjected to an officer certification.

(3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows
 (3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0386/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	240479
<015> Study Area Name	Frontier Communications of the Carolinas, Inc.
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035> Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039> Contact Email Address - Email Address of person identified in data line <030>	Cassandra.guinness@ftr.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	Frontier Communications of the Carolinas, Inc.
Signature of Authorized Officer:	CERTIFIED ONLINE Date 09/30/2013
Printed name of Authorized Officer:	Ken Mason
Title or position of Authorized Officer:	VP, Regulatory
Telephone number of Authorized Officer:	585-777-5645
Study Area Code of Reporting Carrier:	240479 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 461 OMB Control No. 3060-0906/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	240479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.guinness@ftr.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481

Line 100 – Service Quality Improvement Reporting
[47 CFR 54.313(a)(1)]

Lines 320 and 330 – Unfulfilled Service Requests (broadband)
[47 CFR 54.313(a)(3)]

Lines 430 and 440 and 450 – Number of Complaints per 1,000 customers (broadband)
[47 CFR 54.313(a)(4)]

Line 700 – Company Price Offerings (voice)
[47 CFR 54.313(a)(7)]

Line 710 – Company Price Offerings (broadband)
[47 CFR 54.313(a)(7)]

Lines 1000 and 1010 – Voice Services Rate Comparability
[47 CFR 54.313(a)(10)]

The FCC does not require completion of the above-listed items in the 2013 filing. In the FCC's Public Notice DA 13-1707, released August 6, 2013, these items were not included in the list of items that must be included in the 2013 filing.¹

¹ The Public Notice stated, in relevant part:

For 2013, ETCs that receive high-cost support must complete FCC Form 481 to include the following: Information pursuant to section 54.313(a)(2) through (a)(6) as it relates to their provision of voice telephony service in calendar year 2012; their holding company, operating companies, affiliates (as defined under section 3 of the Communications Act of 1934, as amended (the Act), 47 U.S.C. § 153(2)) that are also designated as ETCs and/or that provide retail broadband Internet access to end-user customers), and any branding, pursuant to section 54.313(a)(8) of the Commission's rules; 6 for those ETCs that serve Tribal lands, a report on Tribal government engagement pursuant to section 54.313(a)(9); for price cap carriers only, certifications pursuant to section 54.313(c) and (d), as appropriate; for rate-of return carriers only, their financial information pursuant to section 54.313(f)(2), as appropriate; and for those ETCs without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study areas, certifications pursuant to section 54.313(g).

Line 310 - Unfulfilled Voice Telephony Service Requests Resolution

State: South Carolina
 Study Area Code: 240479
 Study Area Name: Frontier Communications of the Carolinas Inc.

Year: 2012

(A)	(B)	(C)	(D)	(E)
Date of Potential Customer's Request (mm/dd/yyyy)	Date When the Request was Considered Unfulfilled (mm/dd/yyyy)	Name of Exchange/ Wire Center	Description of Service Request	How Service Fulfillment was Attempted/Reason for Unfulfillment (If fulfilled in 2013, include date of fulfillment.)
08/14/2012	08/21/2012	Winnboro	Res Install	NO FACILITIES ENGINEERING TO REPAIR CABLES
09/04/2012	10/01/2012	Shaw View Heights	Res Install	working on laying cable in this new subdivision
09/04/2012	09/11/2012	Shaw View Heights	Res Install	WAITING ON PERMISSION TO PLACE CABLE
12/12/2012	12/20/2012	Abbeville	Res Install	no oe/len

Line 510 – Description of Compliance with Service Quality Standards and Consumer Protection:

The Frontier ILEC companies certify that they comply with applicable state and FCC service quality standards. Service quality metrics are monitored and reported on a monthly basis. Frontier has implemented numerous Consumer Protection measures to protect customer information from improper use and disclosure as well as to protect against fraud. For example, Frontier has implemented Customer Proprietary Network Information (policies and procedures) that are consistent with the FCC's regulations. Frontier regularly trains employees who have access to CPNI on the rules and our procedures for securing accounts and authenticating callers. Frontier also has a comprehensive Identity Theft Protection Program (or Red Flag program) which is consistent with the FTC's guidance on measures to detect and prevent identity theft. All employees are trained on Frontier's Code of Business Conduct and Ethics, which requires employees to protect sensitive customer information from improper use and disclosure. Frontier also has a Data Privacy and Security policy which applies to all employees. Further, Frontier also has implemented a strict third-party qualification protocol to prevent unauthorized charges ("Cramming") from appearing on customer's bills. Frontier also follows a "First Call" resolution policy, which aims to resolve customer complaints about unauthorized charges in one call, without referral to any third party. In addition to the foregoing, Frontier, has implemented customary IT security measures to protect our network and customer information.

Line 610 - Description of Functionality in Emergency Situations

The Frontier ILEC companies certify that they follow best practices that are designed to allow them to remain functional in an emergency situation through the use of back-up power to ensure functionality in the event of a limited commercial power failure. Frontier's policy is that at sites where there is a generator, it will also have batteries capable of providing three-to-four hours of backup power. Sites that are provisioned to allow portable generators typically have up to eight hours of battery backup power available. Frontier adheres to formal maintenance and testing schedules of batteries and generators based on the GTE practices, the Bell standard and manufacturer standards. Batteries are load tested routinely. On site generators are tested monthly with an annual "blackout" test also incorporated. Routine maintenance occurs regularly throughout the year. Portable generators are load tested once a year along with performing the manufacturer recommended maintenance.

The companies' network is engineered to provide maximum capacity in order to handle excess traffic in the event of traffic spikes resulting from emergency situations. Carrier audits its circuits in order to provide redundancy in its network where feasible for use in re-rerouting traffic when facilities are damaged.

REDACTED FOR PUBLIC INSPECTION

(500) Operating Companies
Data Collection Form

FCC Form 481

OMB Control No. 3050-0086/OMB Control No. 3050-0819

July 2013

<010>	Study Area Code	240479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	585-777-4557
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.guinness@ftr.com
<810>	Reporting Carrier	Frontier Communications of the Carolinas Inc.
<811>	Holding Company	Frontier Communications Corporation
<812>	Operating Company	Frontier Communications of the Carolinas Inc.

<813>	<81>	<82>	<83>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Frontier Comm. of Alabama, Inc.	250306	Frontier Communications of Alabama, LLC
	Frontier Comm. of Lamar County	250301	Frontier Communications of Lamar County, LLC
	Frontier of the South - Alabama	250318	Frontier Communications of the South, LLC
	CTC White Mountains	454426	Frontier Communications of the White Mountains
	CTC Mohave (Rural)	452172	Frontier Citizens Utilities Rural
	Frontier Comm. of the Southwest, Inc (AZ-Contel)	452302	Frontier Communications of the Southwest Inc.
	Navajo Comm - Arizona	454449	Frontier Navajo Communications / Frontier Navajo Communications Company
	CTC California	452308	Frontier Communications of California
	CTC Golden St	543402	Frontier Communications of California
	CTC Tuolumne	543442	Frontier Communications of California
	Frontier Comm. of the Southwest, Inc (CA-Contel)	541863	Frontier Communications of the Southwest Inc.
	Frontier West Coast, Inc (CA)	542344	Frontier Communications West Coast Inc.
	Global Valley Networks, Inc.	542315	Frontier Communications of California
	Frontier of the South - Florida	210318	Frontier Communications of the South, LLC
	Frontier Comm. of Fairmount	220362	Frontier Communications of Fairmount LLC
	Frontier Comm. of Georgia, Inc.	220387	Frontier Communications of Georgia LLC
	Frontier Comm. of Iowa, Inc.	351127	Frontier Communications of Iowa, LLC
	CTC Idaho	474427	Frontier Communications of Idaho
	Frontier Comm. Northwest, Inc (ID-GTE)	472416	Frontier Communications Northwest Inc.
	CTC Illinois	341183	Frontier Citizens Communications of Illinois
	Frontier Comm. - Schuyler, Inc.	341079	Frontier Communications - Schuyler, Inc.
	Frontier Comm.- Midland, Inc.	341055	Frontier Communications - Midland, Inc.
	Frontier Comm. of Illinois, Inc.	341038	Frontier Communications of Illinois, Inc.

REDACTED FOR PUBLIC INSPECTION

(1600) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<812>	Operating Company	Frontier Communications of the Carolinas Inc.

<91>	<92>	<93>
Affiliates	SAC	Doing Business As Company or Brand Designation
Frontier Comm. of Lakeside, Inc.	341011	Frontier Communications of Lakeside, Inc.
Frontier Comm. of Mt. Pulaski	341061	Frontier Communications of Mt. Pulaski, Inc.
Frontier Comm. of Orion, Inc.	341067	Frontier Communications of Orion, Inc.
Frontier Comm. of Prairie, Inc.	341073	Frontier Communications - Prairie, Inc.
Frontier Comm. of the Carolinas, Inc (IL-Alltel)	343035	Frontier Communications of the Carolinas Inc.
Frontier Comm.-DePue, Inc.	340998	Frontier Communications of DePue, Inc.
Frontier North, Inc (IL-GTE)	341015	Frontier North Inc.
Frontier North, Inc. (IL-Contel)	341036	Frontier North Inc.
Frontier Comm. of Indiana, Inc.	320750	Frontier Communications of Indiana LLC
Frontier Comm. of Thorntown, Inc.	320828	Frontier Communications of Thorntown LLC
Frontier Midstates, Inc (IN-Alltel)	323034	Frontier Midstates Inc.
Frontier North, Inc (IN-Contel)	320779	Frontier North Inc.
Frontier North, Inc (IN-GTE)	320772	Frontier North Inc.
Frontier Comm. of Michigan, Inc.	310682	Frontier Communications of Michigan, Inc.
Frontier Midstates, Inc (MI-Alltel)	313033	Frontier Midstates Inc.
Frontier North, Inc (MI-GTE)	310695	Frontier North Inc.
CTC Minnesota-Lakes	361123	Frontier Citizens Communications of Minnesota
CTC Minnesota-South	367123	Frontier Citizens Communications of Minnesota
Frontier Comm. of Minnesota, Inc.	361367	Frontier Communications of Minnesota, Inc.
Frontier Comm. of Mississippi	280460	Frontier Communications of Mississippi LLC
CTC Montana	484322	Frontier Communications of Montana
Frontier Comm. of the Carolinas, Inc (NC-Contel)	230509	Frontier Communications of the Carolinas Inc.
Frontier Comm. of the Carolinas, Inc (NC-GTE)	230479	Frontier Communications of the Carolinas Inc.

REDACTED FOR PUBLIC INSPECTION

(600) Operating Companies
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FCI Form 481
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<811>	Holding Company	Frontier Communications Corporation
<812>	Operating Company	Frontier Communications of the Carolinas Inc.

<813>	<81>	Affiliates	<82>	SAC	Doing Business As Company or Brand Designation
		CTC Nebraska		371128	Frontier Communications of Nebraska
		Navajo Comm - New Mexico		494449	Frontier Navajo Communications / Frontier Navajo Communications Company
		CTC of Nevada - North		554431	Frontier Communications of Nevada
		CTC of Nevada - South		554432	Frontier Communications of Nevada
		Frontier Comm. of the Southwest, Inc (NV-Contel)		552302	Frontier Communications of the Southwest Inc.
		CTC of NY - Red Hook		154533	Frontier Communications of New York
		CTC of NY - Upstate		154532	Frontier Communications of New York
		CTC of NY - Western Counties		154534	Frontier Communications of New York
		CTC Ogden, Inc.		150110	Frontier Ogden Telephone Company
		Frontier Comm. of New York		150100	Frontier Communications of New York, Inc.
		Frontier Comm. of Sylvan Lake		150128	Frontier Communications of Sylvan Lake, Inc.
		Frontier Comm.-Ausable Valley		150072	Frontier Communications of Ausable Valley, Inc.
		Frontier Comm.-Seneca Gorham		150122	Frontier Communications of Seneca-Gorham, Inc.
		Frontier Telephone of Rochester		150121	Frontier Telephone of Rochester, Inc.
		Frontier North, Inc (OH-GTE)		300615	Frontier North Inc.
		Frontier of Michigan, Inc. - Ohio		300682	Frontier Communications of Michigan, Inc.
		CTC Oregon		533401	Frontier Communications of Oregon
		Frontier Comm. Northwest, Inc (OR-GTE)		532416	Frontier Communications Northwest Inc.
		Commonwealth of PA		170161	Frontier Communications Commonwealth Telephone Company
		Frontier Comm. of Breezewood		170149	Frontier Communications of Breezewood, LLC
		Frontier Comm. of Canton, Inc.		170152	Frontier Communications of Canton, LLC
		Frontier Comm. of Oswayo River		170194	Frontier Communications of Oswayo River LLC
		Frontier Comm. of Pennsylvania		170168	Frontier Communications of Pennsylvania, LLC

**(800) Operating Companies
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FCC Form 431
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July 2013

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<810>	Reporting Carrier	Frontier Communications of the Carolinas Inc.
<811>	Holding Company	Frontier Communications Corporation
<812>	Operating Company	Frontier Communications of the Carolinas Inc.

<813>	<41>	<42>	<43>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Frontier Comm. of Lakewood, Inc	170178	Frontier Communications of Lakewood, LLC
	Frontier Comm. of the Carolinas, Inc (SC-Contel)	240526	Frontier Communications of the Carolinas Inc.
	Frontier Comm. of the Carolinas, Inc (SC-GTE)	240479	Frontier Communications of the Carolinas Inc.
	CTC Tennessee	294336	Frontier Communications of Tennessee
	CTC Volunteer State	290580	Frontier Communications of the Volunteer State
	CTC Utah	504429	Frontier Communications of Utah
	Navajo Comm - Utah	504449	Frontier Navajo Communications / Frontier Navajo Communications Company
	Frontier Comm. Northwest, Inc (WA-Contel)	522449	Frontier Communications Northwest Inc.
	Frontier Comm. Northwest, Inc (WA-GTE)	522416	Frontier Communications Northwest Inc.
	Frontier Comm of St. Croix	330944	Frontier Communications - St. Croix LLC
	Frontier Comm. of Mondovi, Inc.	330912	Frontier Communications of Mondovi LLC
	Frontier Comm. of Viroqua, Inc.	330967	Frontier Communications of Viroqua LLC
	Frontier Comm. of Wisconsin, Inc.	330964	Frontier Communications of Wisconsin LLC
	Frontier North, Inc (WI-GTE)	330886	Frontier North Inc.
	Rhineland Telco - Crandon	330870	Frontier Rhineland Telephone Company
	Rhineland Telco - Headwaters	330891	Frontier Rhineland Telephone Company
	Rhineland Telco - Rhineland	330940	Frontier Rhineland Telephone Company
	Rhineland Telco - Rib Lake	330941	Rib Lake Telecom, Inc.
	CTC West Virginia - Bluefield	204339	Frontier Communications of West Virginia
	CTC West Virginia - Mountain St.	200271	Frontier Communications of West Virginia
	CTC West Virginia - St. Marys	204338	Frontier Communications of West Virginia
	Frontier West Virginia, Inc	205050	Frontier West Virginia Inc.
	C-DON Partnership		C-DON Partnership

**(800) Operating Companies
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<812>	Operating Company	Frontier Communications of the Carolinas Inc.

<813>	<81>	<82>	<83>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Citizens Capital Ventures Corp.		Citizens Capital Ventures Corp.
	Citizens Directory Services Company L.L.C.		Citizens Directory Services Company L.L.C.
	Citizens Louisiana Accounting Company		Citizens Louisiana Accounting Company
	Citizens NEWCOM Company		Citizens NEWCOM Company
	Citizens NEWTEL, LLC		Citizens NEWTEL, LLC
	Citizens Pennsylvania Company LLC		Citizens Pennsylvania Company LLC
	Citizens SERP Administration Company		Citizens SERP Administration Company
	Citizens Telecom Services Company L.L.C.		Citizens Telecom Services Company L.L.C.
	Citizens Telecommunications Company of Nebraska		Citizens Telecommunications Company of Nebraska
	Citizens Utilities Capital L.P.		Citizens Utilities Capital L.P.
	Commonwealth Communication, LLC		Commonwealth Communication, LLC
	Commonwealth Telephone Enterprises LLC		Commonwealth Telephone Enterprises LLC
	Commonwealth Telephone Enterprises, LLC		Commonwealth Telephone Enterprises, LLC
	Commonwealth Telephone Management Services, Inc.		Commonwealth Telephone Management Services, Inc.
	CTE Holdings, Inc.		CTE Holdings, Inc.
	CTE Services, Inc.		CTE Services, Inc.
	CTE Telecom, LLC		CTE Services, Inc.
	CTSI, LLC		Frontier Communications CTE Telecom Company
	CU Capital LLC		Frontier Communications CTSI Company
	CU Wireless Company LLC		CU Capital LLC
	Electric Lightwave NY, LLC		CU Wireless Company LLC
	Evans Telephone Holdings, Inc.		Electric Lightwave NY, LLC
	Fairmount Cellular LLC		Evans Telephone Holdings, Inc.
			Fairmount Cellular LLC

(200) Operating Companies
Data Collection Form

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<810>	Reporting Carrier Frontier Communications of the Carolinas Inc.
<811>	Holding Company Frontier Communications Corporation
<812>	Operating Company Frontier Communications of the Carolinas Inc.
<813>	Affiliates
	SAC
	Doing Business As Company or Brand Designation
	Frontier Communications Corporate Services Inc. Frontier Communications Corporation Frontier Communications ILEC Holdings Inc. Frontier Communications of America, Inc. Frontier Communications of Rochester, Inc. Frontier Communications Online and Long Distance Inc. Frontier Communications Services Inc. Frontier Directory Services Company, LLC Frontier InfoServices Inc. Frontier Mobile LLC Frontier Security Company Frontier Subsidiary Telco LLC Frontier TechServ, Inc. GVN Services Mohave Cellular Limited Partnership NCC Systems, Inc. Phone Trends, Inc. Rhinelander Telecommunications, LLC Rib Lake Cellular for Wisconsin RSA#3, Inc.

Line 1210 – Terms and Conditions of Voice Telephony Lifeline Plans

GENERAL CUSTOMER SERVICES TARIFF
REDACTED FOR PUBLIC INSPECTION

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.
ISSUED: July 30, 2012

By: Vice President
Rochester, New York

Section 3
First Revised Sheet 2
Cancels Original Sheet 2
P.S.C. - S.C. No. 1
EFFECTIVE: August 1, 2012

LOCAL EXCHANGE SERVICE

Interstate Subscriber Line Charge Waiver and Matching Program
(Lifeline Service)

1. General

- A. This program is a South Carolina Lifeline Assistance Plan and provides for a credit equal to 100% of the FCC Interstate Subscriber Line Charge (SLC) in addition to a supplemental amount credited to local service monthly billing. Funding for Lifeline Service is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis. This credit is an amount equal to the FCC Interstate Subscriber Line Charge (SLC) with a reduction in the residential local line rate as specified. (C)
- B. In order to qualify for the South Carolina Lifeline Assistance Plan, a customer must provide certification or authorize agency verification of their participation in at least one of the following programs: Supplemental Nutrition Assistance Program, Medicaid, Supplemental Security Income, Federal Public Housing Assistance (Section 8), Low-Income Home Energy Assistance Program, National School Lunch Program's free lunch program, or Temporary Assistance to Needy Families (TANF), or have a total gross income which does not exceed 135% of the federal poverty income guidelines. (C)

2. Rules and Regulations

- A. The specific guidelines for implementation of this waiver are as follows:

(1) Certification Procedures

Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for service. The Lifeline credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.

(2) Processing Forms

The Company will process all application forms and apply the credit on the subscriber's monthly bill. An explanation of the credit will appear on each telephone bill.

(3) Verification Procedures

The Company will reconcile and confirm eligibility periodically, at a minimum annually. A verification of eligible recipients will be made. The credit will be discontinued on the bill following written notification to the subscriber of ineligibility.

- (4) One low income credit is available per household and is applicable to the primary residential connection only. The named subscriber must be a current recipient of any of the low income assistance programs identified.

- (5) Lifeline Toll Restriction Service is available on a voluntary basis where technically feasible to South Carolina Lifeline Assistance Plan customers at no charge. Lifeline Toll Restriction Service prevents 0+, 00-, 1+NPA-NXX-XXXX, 1010XXXX, International (01+), Directory Assistance (411, 1+411, 0+411, 555-1212, 1+/0+ 555-1212, 1+/0+ NPA-555-1212), 1+900 calls, 1+700, 976 calls and IntraLATA toll while allowing access to local, 611, 911, 0-, 1+800/888 etc., 950-XXXX and 1+950-XXXX calls and EAS calls. Access to Directory Assistance is available to Lifeline customers by dialing 0-. Access to Service Activation Codes "*/#" (e.g., *66, *69) is also allowed. Upon customer request, some Service Activation Codes may be blocked at no charge, where conditions and facilities permit.

GENERAL CUSTOMER SERVICES TARIFF
REDACTED FOR PUBLIC INSPECTION

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.
ISSUED: July 30, 2012

By: Vice President
Rochester, New York

Section 3
First Revised Sheet 3
Cancels Original Sheet 3
P.S.C. - S.C. No. 1
EFFECTIVE: August 1, 2012

LOCAL EXCHANGE SERVICE

Interstate Subscriber Line Charge Waiver and Matching Program
(Lifeline Service)

2. Rules and Regulations (Continued)

A. (Continued)

- (6) A Lifeline subscriber's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local calls. Access to toll service may be denied for non-payment of regulated tolls. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.
- (7) Deposit requirements do not apply to Lifeline Service customers if toll blocking is employed.
- (8) The non-discounted federal Lifeline credit amount will be passed along to resellers ordering local service at the prescribed resale discount from this Tariff, for their eligible end users. The additional credit to the end user will be the responsibility of the reseller. Eligible carriers, as defined by the FCC, are required to establish their own Lifeline programs.

3. Rates and Charges

- A. A total credit amount applies to the Lifeline customer's monthly bill as follows:

	Monthly Credit	
Federal Lifeline Support Credit	\$9.25	(C)
		(D)
State Credit	3.50	
		(D)

- B. For those existing customers who qualify for, and wish to change to, the South Carolina Lifeline Assistance Plan, no service charges shall apply.
- C. All recurring and nonrecurring charges for any service ordered by the customer shall be billed at the tariffed rates. (C)
- D. When a customer is no longer eligible for Lifeline Service, the Lifeline credit amount specified in A. preceding, will be discontinued and regular tariffed rates and charges will apply.